

June 5, 2007

Commission's Secretary
Office of the Secretary
Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

Subject: Designation of 2-1-1 and 5-1-1 as abbreviated dialing codes
CC Docket NO. 92-105

United Way of Pierce County 2-1-1 hereby submits its Reply Comments to Public Notice DA 07-2017, released May 7, 2007. The Public Notice requested comments on the status of implementation of the 211 and 511 Dialing Codes. Further, the Public Notice requested comments on actions the Commission should take if these Dialing Codes are not widely used. United Way of Pierce County 2-1-1 is limiting its comments to the status of 2-1-1 service in Washington State.

United Way of Pierce County 2-1-1 employs seven employees and since July 17th 2006 has provided 2-1-1 service to the Tacoma/Pierce County area reaching a population of 750,000. The database of service providers used for making referrals has listings for 500 agencies and 1,500 programs. In 2006 our call center received 50,000 calls.

The most common reason clients give for calling United Way of Pierce County 2-1-1 are for rent and utility bill payment assistance, emergency/transitional housing resources, and holiday related assistance. In December one Pierce County family contacted 2-1-1 after losing power for many days due to a severe windstorm. The family had no money for food or wood and the father could not work because his job was also without power. By the time the father called 2-1-1, he had broken apart one of their beds in order to have fuel for their wood-burning stove. He was asking for any kind of assistance that might be available.

An Information and Referral Specialist was able to refer the family to a Christmas program that provided them with Christmas presents, a food basket, a \$20 gift card to Wal-Mart and a \$50 gift card to Safeway. United Way of Pierce County 2-1-1 was able to connect this family with a resource that was able to help them get by until the power was restored. Without 2-1-

1, the family may not have been able to find the help they so desperately needed.

The United Way of Pierce County 2-1-1 has worked closely with community partners, including Pierce County Aging and Long Term Care, Pierce County Department of Emergency Management, the American Red Cross, and devoted significant time and resources to implementing and operating 2-1-1 services to ease access for people in need to information about health and human services. We respectfully request that the commission find the public is well-served by the use of 2-1-1, that the Commission continue to support the 2-1-1 Dialing Code for this purpose, and the Commission use its' authority to facilitate more widespread use of the service.

Sincerely,

Shawn Parkhurst

Shawn Parkhurst
2-1-1 Director
United Way of Pierce County 2-1-1